

State of Hawaii  
Department of Human Services  
Benefit, Employment and Support Services Division  
Employment and Training Program Office

**Request for Proposals**

**HMS-903-10-07-M  
Family Literacy Program on Maui**

August 23, 2010

Note: If this RFP was downloaded from the State Procurement Office RFP Website each applicant must provide contact information to the RFP contact person for this RFP to be notified of any changes. For your convenience, you may download the RFP Interest form, complete and e-mail or mail to the RFP contact person. The State shall not be responsible for any missing addenda, attachments or other information regarding the RFP if a proposal is submitted from an incomplete RFP.

LINDA LINGLE  
GOVERNOR



LILLIAN B. KOLLER, ESQ.  
DIRECTOR


HENRY OLIVA  
DEPUTY DIRECTOR

STATE OF HAWAII  
DEPARTMENT OF HUMAN SERVICES  
P.O. Box 339  
Honolulu, Hawaii 96890-0339

August 23, 2010

MEMORANDUM

TO: All Interested Applicants

FROM: Lillian B. Koller, Director 

SUBJECT: REQUEST FOR PROPOSALS (RFP) HMS 903-10-07-M "Family Literacy Program on Maui"

The Department is seeking to purchase the service listed above and further described in the attached RFP. The RFP provides information to assist applicants in the preparation of program plans and budget, including:

1. A description of the service sought;
2. Special requirements to be met by the provider;
3. The criteria by which qualifying proposals shall be reviewed/rated; and
4. The criteria for monitoring and evaluating the contract.

The RFP should be reviewed very closely as all parts of the RFP must be addressed. An informational meeting is scheduled for 9:00 A.M. to 10:30 A.M. on Thursday, August 26, 2010 at the Haseko Center, 820 Mililani Street, Suite 606, Conference Room #1, Honolulu, HI 96813. For more information, please call Gwen Murashige at (808) 586-7110. The Department's Program staff will be present at this session to review the RFP requirements and informally address questions you may have. In order for the proposals to be considered, all applicants are required to submit:

1. One (1) original and three (3) copies of the proposal to DHS, BESSD, Employment and Training Program Office (ETPO), at 820 Mililani Street, Suite 606, Honolulu, HI 96813.
2. Proposals shall be hand-delivered (including courier mail) by 4:30 p.m. Hawaiian Standard Time (HST), Wednesday, September 22, 2010, to the DHS, BESSD, Employment and Training Program Office (ETPO), at 820 Mililani Street, Suite 606, Honolulu, HI 96813. ALL MAIL-IN PROPOSALS POSTMARKED AFTER 12:00 MIDNIGHT, September 22, 2010, WILL NOT BE ACCEPTED FOR REVIEW AND WILL BE RETURNED.

Proposal and materials not requested by the department or submitted after the deadline will not be accepted for consideration.

## PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

**NUMBER OF COPIES TO BE SUBMITTED: 1 Original and 3 Copies**

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN *September 22, 2010* and received by the state purchasing agency no later than 10 days from the submittal deadline.

**All Mail-ins**

**Department of Human Services  
Benefit, Employment and Support Services Division  
Employment and Training Program Office  
820 Mililani Street, Suite 606  
Honolulu, HI 96813**

**DHS RFP Coordinator**

**Gwen Murashige  
(808) 586-7110  
(808) 586-5744  
gmurashige@dhs.hawaii.gov**

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITE UNTIL **4:30 P.M., Hawaii Standard Time (HST), September 22, 2010**. Deliveries by private mail services such as FEDEX shall be considered hand deliveries. Hand deliveries shall not be accepted if received after 4:30 P.M., September 22, 2010.

**Drop-off Site**

**Department of Human Services  
Benefit, Employment and Support Services Division  
Employment and Training Program Office  
820 Mililani Street, Suite 606  
Honolulu, HI 96813**

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# **Section 1**

## **Administrative Overview**

## Section 1

### Administrative Overview

**Applicants are encouraged to read each section of the RFP thoroughly. While sections such as the administrative overview may appear similar among RFPs, state purchasing agencies may add additional information as applicable. It is the responsibility of the applicant to understand the requirements of *each* RFP.**

#### I. Procurement Timetable

**Note that the procurement timetable represents the State's best estimated schedule. Contract start dates may be subject to the issuance of a notice to proceed.**

<u>Activity</u>	<u>Scheduled Date</u>
Public notice announcing Request for Proposals (RFP)	August 23, 2010
Distribution of RFP	August 23, 2010
RFP orientation session	August 26, 2010
Closing date for submission of written questions for written responses	September 1, 2010
State purchasing agency's response to applicants' written questions	September 8, 2010
Discussions with applicant prior to proposal submittal deadline (optional)	September 13-14, 2010
Proposal submittal deadline	September 22, 2010
Discussions with applicant after proposal submittal deadline (optional)	September 23, 2010
Final revised proposals (optional)	September 27, 2010
Proposal evaluation period	September 28-October 1, 2010
Provider selection	October 1, 2010
Notice of statement of findings and decision	October 4, 2010
Contract start date	November 1, 2010

## II. Website Reference

**The State Procurement Office (SPO) website is <http://hawaii.gov/spo/>**

<b>For</b>	<b>Click</b>
1 Procurement of Health and Human Services	"Health and Human Services, Chapter 103F, HRS..."
2 RFP website	"Health and Human Services, Ch. 103F..." and "The RFP Website" (located under Quicklinks)
3 Hawaii Administrative Rules (HAR) for Procurement of Health and Human Services	"Statutes and Rules" and "Procurement of Health and Human Services"
4 Forms	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Forms"
5 Cost Principles	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Cost Principles"
6 Standard Contract -General Conditions	"Health and Human Services, Ch. 103F..." "For Private Providers" and "Contract Template – General Conditions"
7 Protest Forms/Procedures	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Protests"

### **Non-SPO websites**

**(Please note: website addresses may change from time to time. If a link is not active, try the State of Hawaii website at <http://hawaii.gov>)**

<b>For</b>	<b>Go to</b>
8 Tax Clearance Forms (Department of Taxation Website)	<a href="http://hawaii.gov/tax/">http://hawaii.gov/tax/</a> click "Forms"
9 Wages and Labor Law Compliance, Section 103-055, HRS, (Hawaii State Legislature website)	<a href="http://capitol.hawaii.gov/">http://capitol.hawaii.gov/</a> click "Bill Status and Documents" and "Browse the HRS Sections."
10 Department of Commerce and Consumer Affairs, Business Registration	<a href="http://hawaii.gov/dcca">http://hawaii.gov/dcca</a> click "Business Registration"
11 Campaign Spending Commission	<a href="http://hawaii.gov/campaign">http://hawaii.gov/campaign</a>

## III. Authority

This RFP is issued under the provisions of the Hawaii Revised Statutes (HRS) Chapter 103F and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.



## IV. RFP Organization

This RFP is organized into five sections:

***Section 1, Administrative Overview:*** Provides applicants with an overview of the procurement process.

***Section 2, Service Specifications:*** Provides applicants with a general description of the tasks to be performed, delineates provider responsibilities, and defines deliverables (as applicable).

***Section 3, Proposal Application Instructions:*** Describes the required format and content for the proposal application.

***Section 4, Proposal Evaluation:*** Describes how proposals will be evaluated by the state purchasing agency.

***Section 5, Attachments:*** Provides applicants with information and forms necessary to complete the application.

## V. Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is:  
 Department of Human Services  
 Benefit, Employment and Support Services Division  
 820 Mililani Street, Suite 606  
 Honolulu, HI 96813  
 Phone: 808. 586-7110  
 Fax: 808. 586-5744

## VI. Orientation

An orientation for applicants in reference to the request for proposals will be held as follows:

**Date:** August 26, 2010      **Time:** 9:00 – 10:30 a.m.

**Location:** 820 Mililani Street, Suite 606, Honolulu, HI 96813

Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the state purchasing agency's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the state purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral

questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in the paragraph VII. Submission of Questions.

## **VII. Submission of Questions**

Applicants may submit questions to the RFP Contact Person identified in Section 2 of this RFP. All written questions will receive a written response from the state purchasing agency.

Deadline for submission of written questions:

**Date:** September 1, 2010 **Time:** 12:00 p.m. **HST**

State agency responses to applicant written questions will be provided by:

**Date:** September 8, 2010

## **VIII. Submission of Proposals**

- A. **Forms/Formats** - Forms, with the exception of program specific requirements, may be found on the State Procurement Office website referred to in II. Website Reference. Refer to the Proposal Application Checklist for the location of program specific forms.
  - 1. **Proposal Application Identification (Form SPO-H-200).** Provides applicant proposal identification.
  - 2. **Proposal Application Checklist.** Provides applicants with information on where to obtain the required forms; information on program specific requirements; which forms are required and the order in which all components should be assembled and submitted to the state purchasing agency.
  - 3. **Table of Contents.** A sample table of contents for proposals is located in Section 5, Attachments. This is a sample and meant as a guide. The table of contents may vary depending on the RFP.
  - 4. **Proposal Application (Form SPO-H-200A).** Applicant shall submit comprehensive narratives that address all of the proposal requirements contained in Section 3 of this RFP, including a cost proposal/budget if required.
- B. **Program Specific Requirements.** Program specific requirements are included in Sections 2, Service Specifications and Section 3, Proposal Application Instructions, as applicable. If required, Federal and/or State

certifications are listed on the Proposal Application Checklist located in Section 5.

- C. **Multiple or Alternate Proposals.** Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2 of this RFP. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.
  
- D. **Tax Clearance.** Pursuant to HRS Section 103-53, as a prerequisite to entering into contracts of \$25,000 or more, providers shall be required to submit a tax clearance certificate issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS). The certificate shall have an original green certified copy stamp and shall be valid for six (6) months from the most recent approval stamp date on the certificate. Tax clearance applications may be obtained from the Department of Taxation website. (Refer to this section's part II. Website Reference.)
  
- E. **Wages and Labor Law Compliance.** If applicable, by submitting a proposal, the applicant certifies that the applicant is in compliance with HRS Section 103-55, Wages, hours, and working conditions of employees of contractors performing services. Refer to HRS Section 103-55, at the Hawaii State Legislature website. (See part II, Website Reference.)
  - **Compliance with all Applicable State Business and Employment Laws.** All providers shall comply with all laws governing entities doing business in the State. Prior to contracting, owners of all forms of business doing business in the state except sole proprietorships, charitable organizations unincorporated associations and foreign insurance companies be registered and in good standing with the Department of Commerce and Consumer Affairs (DCCA), Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. (See part II, Website Reference.)
  
- F. **Hawaii Compliance Express (HCE).** Providers may register with HCE for online proof of DOTAX and IRS tax clearance Department of Labor and Industrial Relations (DLIR) labor law compliance, and DCCA good standing compliance. There is a nominal annual fee for the service. The "Certificate of Vendor Compliance" issued online through HCE provides the registered provider's current compliance status as of the issuance date, and is accepted for both contracting and final payment purposes.

Refer to this section's part II. Website Reference for HCE's website address.

- G. **Campaign Contributions by State and County Contractors.** Providers are hereby notified of the applicability of HRS Section 11-205.5, which states that campaign contributions are prohibited from specified State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body. For more information, FAQs are available at the Campaign Spending Commission webpage. (See part II, Website Reference.)
- H. **Confidential Information.** If an applicant believes any portion of a proposal contains information that should be withheld as confidential, the applicant shall request in writing nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

*Note that price is not considered confidential and will not be withheld.*

- I. **Confidentiality of Personal Information.** Act 10 relating to personal information was enacted in the 2008 special legislative session. As a result, the Attorney General's General Conditions of Form AG Form 103F, *Confidentiality of Personal Information*, has been amended to include Section 8 regarding protection of the use and disclosure of personal information administered by the agencies and given to third parties.
- J. **Proposal Submittal.** All mail-ins shall be postmarked by the United States Postal System (USPS) and received by the State purchasing agency no later than the submittal deadline indicated on the attached Proposal Mail-in and Delivery Information Sheet. All hand deliveries shall be received by the State purchasing agency by the date and time designated on the Proposal Mail-In and Delivery Information Sheet. Proposals shall be rejected when:
- Postmarked after the designated date; or
  - Postmarked by the designated date but not received within 10 days from the submittal deadline; or
  - If hand delivered, received after the designated date and time.

The number of copies required is located on the Proposal Mail-In and Delivery Information Sheet. Deliveries by private mail services such as FEDEX shall be considered hand deliveries and shall be rejected if

received after the submittal deadline. Dated USPS shipping labels are not considered postmarks. **Faxed proposals and/or submission of proposals on diskette/CD or transmission by e-mail, website or other electronic means will *not* be permitted.**

## **IX. Discussions with Applicants**

- A. Prior to Submittal Deadline.** Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements.
- B. After Proposal Submittal Deadline -** Discussions may be conducted with applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance HAR Section 3-143-403.

## **X. Opening of Proposals**

Upon receipt of a proposal by a state purchasing agency at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-stamped, and when possible, time-stamped. All documents so received shall be held in a secure place by the state purchasing agency and not examined for evaluation purposes until the submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

## **XI. Additional Materials and Documentation**

Upon request from the state purchasing agency, each applicant shall submit any additional materials and documentation reasonably required by the state purchasing agency in its evaluation of the proposals.

## **XII. RFP Amendments**

The State reserves the right to amend this RFP at any time prior to the closing date for the final revised proposals.

## **XIII. Final Revised Proposals**

If requested, final revised proposals shall be submitted in the manner, and by the date and time specified by the state purchasing agency. If a final revised proposal is not submitted, the previous submittal shall be construed as the applicant's best and final offer/proposal. *The applicant shall submit **only** the section(s) of the proposal that are amended, along with the Proposal*

*Application Identification Form (SPO-H-200).* After final revised proposals are received, final evaluations will be conducted for an award.

#### **XIV. Cancellation of Request for Proposal**

The RFP may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interests of the State.

#### **XV. Costs for Proposal Preparation**

Any costs incurred by applicants in preparing or submitting a proposal are the applicants' sole responsibility.

#### **XVI. Provider Participation in Planning**

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the state purchasing agency's release of a RFP, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify providers from submitting proposals if conducted in accordance with HAR Sections 3-142-202 and 3-142-203.

#### **XVII. Rejection of Proposals**

The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons:

- (1) Rejection for failure to cooperate or deal in good faith. (HAR Section 3-141-201)
- (2) Rejection for inadequate accounting system. (HAR Section 3-141-202)
- (3) Late proposals (HAR Section 3-143-603)
- (4) Inadequate response to request for proposals (HAR Section 3-143-609)
- (5) Proposal not responsive (HAR Section 3-143-610(a)(1))
- (6) Applicant not responsible (HAR Section 3-143-610(a)(2))

## **XVIII. Notice of Award**

A statement of findings and decision shall be provided to all applicants by mail upon completion of the evaluation of competitive purchase of service proposals.

Any agreement arising out of this solicitation is subject to the approval of the Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order or other directive.

No work is to be undertaken by the awardee prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

## **XIX. Protests**

Any applicant may file a protest against the awarding of the contract. The Notice of Protest form, SPO-H-801, is available on the SPO website. (See paragraph II, Website Reference.) Only the following matters may be protested:

- (1) A state purchasing agency's failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;
- (2) A state purchasing agency's failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and
- (3) A state purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

The Notice of Protest shall be postmarked by USPS or hand delivered to 1) the head of the state purchasing agency conducting the protested procurement and 2) the procurement officer who is conducting the procurement (as indicated below) within five working days of the postmark of the Notice of Findings and Decision sent to the protestor. Delivery services other than USPS shall be considered hand deliveries and considered submitted on the date of actual receipt by the state purchasing agency.

<b>Head of State Purchasing Agency</b>	<b>Procurement Officer</b>
Name: Lillian B. Koller	Name: Pankaj Bhanot
Title: Director	Title: Division Administrator
Mailing Address: P.O. Box 339, Honolulu, HI 96809	Mailing Address: 820 Mililani Street, Suite 606, Honolulu, HI 96813
Business Address: 1390 Miller Street,	Business Address: Same as above

Room 209, Honolulu, HI 96813	
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**XX. Availability of Funds**

The award of a contract and any allowed renewal or extension thereof, is subject to allotments made by the Director of Finance, State of Hawaii, pursuant to HRS Chapter 37, and subject to the availability of State and/or Federal funds.

**XXI. General and Special Conditions of Contract**

The general conditions that will be imposed contractually are on the SPO website. (See paragraph II, Website Reference). Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

**XXII. Cost Principles**

In order to promote uniform purchasing practices among state purchasing agencies procuring health and human services under HRS Chapter 103F, state purchasing agencies will utilize standard cost principles outlined in Form SPO-H-201, which is available on the SPO website (see paragraph II, Website Reference). Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.



# **Section 2**

## **Service Specifications**

## Section 2

### Service Specifications

#### I. Introduction

##### A. Overview, purpose or need

The Temporary Assistance for Needy Families (TANF) federal block grant is intended to help families achieve self-sufficiency. TANF, as defined by the U. S. Department of Health and Human Services, has four purposes:

1. To provide assistance to needy families;
2. To end dependence of needy parents by promoting job preparation, work and marriage;
3. To prevent and reduce out-of-wedlock pregnancies; and
4. To encourage the formation and maintenance of two-parent families.

The U. S. Department of Health and Human Services, Administration for Children and Families, Office of Family Assistance (ACF) has issued a guidance document entitled “Helping Families Achieve Self-Sufficiency: A Guide on Funding Services for Children and Families through the TANF Program” (ACF TANF Guidance). The ACF TANF Guidance encourages the States to use TANF flexibly and in innovative ways to achieve the above-stated TANF goals.

The Deficit Reduction Act of 2005 reauthorized the TANF program with a renewed focus on sustaining and keeping families together. DHS is continuing its efforts to support children being cared for in their own homes or in the homes of relatives through programs which strengthen the relationship between parent and child through participation in family literacy programs.

Comprehensive family literacy programs are designed to improve basic literacy for the adult, enhance the cognitive and social development of the child and provide the additional support services necessary for the family. Changing the skill level of parents, their attitudes and expectations for themselves and their family members is the primary goal.

Research conducted by the National Center for Family Literacy indicates adults in family literacy programs gain self-esteem and self-confidence and take control of their lives. Given the opportunity, some parents have the capacity to “take charge” and make improvements in their family and life conditions. Comprehensive family literacy programs are designed to serve those families who likely will not make desired improvements in themselves or their families solely through assistance provided by other services. Family literacy programs that achieve results over more than one generation of a

family help strengthen families (Dr. Andrew Hayes, University of North Carolina, “High-Quality Family Literacy Program”, 2002).

In support of TANF purpose one, the State of Hawaii, Department of Human Services (DHS), Benefit, Employment and Support Services Division (BESSD), Employment and Training Program Office (ETPO) is requesting proposals from programs that have been recognized for their positive social impact and can produce evidence of success with the use of family literacy programs designed to empower parents and model approaches to making make positive changes in their lives which will likely result in children continuing to be cared for in their own homes.

**B. Planning activities conducted in preparation for this RFP**

A Request for Information (RFI) was posted on July 27, 2010. The posting attempted to solicit feedback from the general public on the services to be procured. Written responses were submitted and where applicable recommendations have been incorporated into this section.

**C. Description of the goals of the service**

The Department is seeking qualified applicants for the purpose of providing a family literacy program on Maui, for young children and their caregivers, with the goal of promoting children’s growth in person/social development and providing caregivers with the skills and strategies necessary to establish a family-child interaction learning environment in the home, and increasing the chances for children to be cared for in their own homes.

**D. Description of the target population to be served**

The target population is TANF eligible families on Maui with preschool age children.

**E. Geographic coverage of service**

The request is for services to be provided in at least two (2) geographical areas on Maui. The Department reserves the right to make an award based on the configuration of services which will best meet the needs of the target group.

**F. Probable funding amounts, source, and period of availability**

This procurement is expected to be federally funded through the State’s federal TANF Block Grant allocation, CFDA 93.575, and/or state-funded; however the percentage of federal funds to be used shall be at the discretion of the Department, subject to the availability of such funds.

The maximum amount of funding for the initial contract period starting on November 1, 2010 through and including June 30, 2011, is \$366,600.00, subject to the availability of funding.

For subsequent contract extensions, for periods of up to twelve (12) months in length each, the amount of funding shall not exceed \$550,000.00, for each period, subject to availability of funding.

## **II. General Requirements**

### **A. Specific qualifications or requirements, including but not limited to licensure or accreditation**

The Applicant shall comply with the Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201, which can be found on the SPO website (See Section 1, paragraph II. Website Reference, for the website address).

### **B. Secondary purchaser participation** (Refer to HAR Section 3-143-608)

#### After-the-fact secondary purchases

Will not be allowed

#### Planned secondary purchases

None

### **C. Multiple or alternate proposals** (Refer to HAR Section 3-143-605)

☐ Allowed ☒ Unallowed

### **D. Single or multiple contracts to be awarded (Refer to HAR Section 3-143-206)**

☒ Single ☐ Multiple ☐ Single & Multiple

Criteria for multiple awards:

### **E. Single or multi-term contracts to be awarded (Refer to HAR Section 3-149-302)**

☐ Single term (2 years or less) ☒ Multi-term (more than 2 years)

**Contract terms:**

Initial term of contract: Eight (8) months

Length of each extension: Twelve (12) months

Number of possible extensions: Three (3)

Maximum length of contract: Not to exceed June 30, 2014

The initial period shall commence on the contract start date or Notice to Proceed, whichever is later.

Conditions for extension: Extensions to the original agreement are subject to the availability of funds, continued need and provider performance. Contract extensions must be in writing and must be executed prior to expiration of the original agreement.

**F. RFP contact person**

The individual listed below is the sole point of contact from the date of release of this RFP until the selection of the successful provider(s). Written questions should be submitted to the RFP contact person and received by the day and time specified in Section 1, paragraph I (Procurement Timetable) of this RFP.

Gwen Murashige

Phone: (808) 586-7110 Fax: (808) 586-5744

Email: [gmurashige@dhs.hawaii.gov](mailto:gmurashige@dhs.hawaii.gov)

**III. SCOPE OF WORK**

The scope of work encompasses, but is not limited to, the following tasks and responsibilities:

1. Develop a comprehensive family literacy program with components for both children and caregivers in a program of facilitated family-child interaction so caregivers may enroll and participate in activities together with their children and enhance their knowledge and skills relating to child development and supporting their preparation of their children for success in school and in life.
2. Base the program on a proven effective model of best practices with developed standards and fidelity measures to ensure the program is of high quality and is true to its model.
3. Utilize this family literacy program to improve basic literacy for the caregiver, enhance the cognitive and social development of the child and create a positive family-child interaction environment in the home including positive support for child development and school readiness.

**A. Service Activities**

(Minimum and/or mandatory tasks and responsibilities)

1. Identify the target population to take part in the program;
2. Utilize a network of partnerships with community organizations to maximize recruitment of the target population for participation in the program;
3. Select sites where services will be provided (minimum of 2 geographical areas);
4. Implement a proven child curriculum that is theme-based and promotes children's growth in personal/social, language and literacy, mathematical and scientific thinking, social studies, the arts and physical development through well planned learning centers and activities, and includes a family-child interaction learning component;
5. Implement a proven caregiver's curriculum that provides effective parenting strategies based on preventive measures which research has shown to increase the child's likelihood of succeeding in school and life;
6. Measure the progress of each child, utilizing nationally accepted evaluation tools;
7. Conduct and facilitate the program at the selected sites;
8. Provide data on the following:
  - a. The number of families served at each site;
  - b. Length of time the family participated in the program;
  - c. Number of children and caregivers who completed the curriculum;
  - d. The frequency and qualitative time families spend together;
  - e. Percentage of caregivers who as a result of the program understand they are an important resource to their children.

**B. Management Requirements (Minimum and/or mandatory requirements)****1. Personnel**

- a. The applicant will provide all personnel necessary for the effective completion of the requested services.
- b. The proposed staff will have appropriate qualifications and training for the completion of the requested services
- c. The applicant must ensure that employees and volunteers do not have a criminal history or background that poses a risk to young children.
- d. The applicant must have in place or develop policies that describe the grounds and circumstances for denial of employment or termination of current employees who have been found to have convictions or pending charges upon completion of any criminal history check or other investigation.
- f. The applicant shall have written personnel policies covering selection of staff, salaries, fringe benefits, leaves, job descriptions, and minimum qualifications of each position. Staff salaries shall be sufficiently competitive to recruit and retain qualified staff.

**2. Administrative**

- a. Services required by this program will be provided directly or through subcontracted providers. All service providers must meet all applicable government and/or accreditation standards and licensing requirements.
- b. The applicant is required to maintain detailed records program activities, and personnel in addition to maintaining an accounting system and financial records to accurately account for the funds awarded. Funds shall be budgeted and expended in accordance with applicable state and/or federal cost principles.
- c. The applicant may not charge youth and/or their families more than a token amount for program services.
- d. The successful applicant will be required to enter into a formal written Contract with the Department in accordance with the laws, rules and regulations of the State of Hawaii.

The stated requirements appearing elsewhere in this RFP shall become part of the terms and conditions of the resulting Contract. Any deviations thereof must be specifically defined by the applicant in its proposal which, if successful, will become part of the Contract.

The funds available for this project are limited. The Department reserves the rights to contract for only those services which appear to be in the best interest of the Department.

The Department reserves the right to cancel the Contract without cause and to request new proposals for the work. Upon award of the work, the Department will forward the formal Contract to the successful applicant for execution. The Contract shall be signed by the successful applicant and returned, together with required insurance documents (including indemnification), and other supporting documents, within ten (10) calendar days after receipt by the applicant, or within such further time as the Director may allow.

No such Contract shall be binding upon the Department until the Contract has been fully and properly executed by all the parties thereto and the State Comptroller has, in accordance with Section 103-39, Hawaii Revised Statutes, endorsed thereon his certificate that there is an appropriation or balance of an appropriation over and above all outstanding contracts, sufficient to cover the amount required by the Contract during the fiscal year. Further, the Contract shall not be considered to be fully executed until the Department of the Attorney General of the State of Hawaii has approved the Contract as to form.

No Supplementary Agreement shall be binding upon the Department until the Agreement has been fully and properly executed by all parties thereto prior to the start date of Agreement. The Provider shall not provide any services until the Agreement is fully and properly executed.

Any work performed by the successful applicant prior to receipt of a Notice to Proceed shall be at the applicant's own risk and expense. The State of Hawaii and the Department are not and will not be liable for any work, contract costs, expenses, loss of profits or damages whatsoever incurred by the successful applicant prior to the receipt of a Notice to Proceed.

- e. The Provider is responsible to purchase or lease, with available funding, all the necessary furniture and equipment needed to perform the services. Prior approval must be obtained from the Department for the initial purchase of equipment, furniture, supplies, etc. which are required for this Contract. Subsequent purchases of equipment above \$250 (that has a useful life of more than one year) shall require prior approval. Upon termination of the contract equipment, furniture and supplies purchased must be returned to the Department.



- f. The Provider is responsible for the continuity of services in the event of staff illness, vacancies or other situations that result in program resources that are less than proposed and contracted for.

### **3. Quality assurance and evaluation specifications**

All contracts shall be monitored by the State in accordance with requirements set forth by Chapter 103F, Hawaii Revised Statutes.

Contract monitoring shall include:

- a. The review of amendments and approvals, deemed appropriate by the State, of the contract's program items, especially the outputs and outcomes performance measures, the assurance of collaboration, quarterly program reports, and other documents submitted to the State.
- b. Periodic site visits, scheduled and unscheduled, with comprehensive written evaluation of the major program service areas, such as:
  - 1) Staff qualification, organization, and effectiveness.
  - 2) Outcomes planning, implementation, and evaluation.
  - 3) Collaboration.
  - 4) File maintenance and record keeping.
  - 5) Facility accessibility, suitability and safety.
  - 6) Transportation and other liability issues.
  - 7) Consumer satisfaction.
- c. The applicant shall allow the State access to all materials, files, and documents relating to the provision of services.

### **4. Output and performance/outcome measurements**

As a means toward achieving the goals of services DHS requires that the applicant if awarded shall track and report output and outcome measurements, including but not limited to, the following items:

- a. Activity Milestones (e.g. hire staff, train staff, other);
- b. Significant Outputs (e.g. service delivery, capacity, outreach, enrollment, attendance, customer satisfaction and other);
- c. Significant Immediate Outcomes (outcomes obtained immediately as a direct result of program participation and involve changes in one or

more of the following: knowledge, attitudes/belief, skills acquisition, behavior and relationships);

- d. Implementation Issues and Concerns;
- e. Significant Stories.

#### Fiscal Reporting Requirements:

The applicant if awarded shall be required to submit a monthly invoice and expenditure report on a Subgrantees Invoice and Expenditure Report (SIER)

### **5. Experience**

- a. The applicant must demonstrate a thorough understanding of the purpose and scope of the service activities, as well as the necessary skills, abilities, and at least five (5) years experience actually delivering the full array of services proposed herein.
- b. The applicant must have a proven track record of operating a comprehensive family literacy program that will be validated by business references and/or letters of support.

### **6. Coordination of services**

The applicant must demonstrate the capability to coordinate services and to collaborate with other offices within the Department, other providers, government agencies, and resources in the community relating to the delivery of the proposed services.

### **7. Reporting requirements for program and fiscal data**

A program report shall be prepared and submitted to the Department each quarter and shall include the following:

- a. The number of families served at each site;
- b. Length of time the family participated in the program;
- c. Number of children and caregivers who completed the curriculum;
- d. The frequency and qualitative time families spend together;
- e. Percentage of caregivers who as a result of the program understand they are an important resource to their children.

An invoice for operational costs shall be prepared and submitted to the Department each month in accordance with the agreed upon Compensation and Payment Schedule. Additionally, the Provider shall submit a final invoice upon termination of the contract.

**C. Facilities**

The Provider shall secure adequate facilities to provide this service. Such facilities shall take into consideration access and security needs of the population being served.

## IV. COMPENSATION AND METHOD OF PAYMENT

### Cost Reimbursement

The Department shall consider cost proposals on a partial “cost-type” or “pure reimbursement” pricing structure from the applicants who are non-profit organizations licensed to do business in the State of Hawaii. “Cost type” involves the payment of all incurred costs within a predetermined total estimate cost.

The Department shall consider cost proposals based on a partial “cost-plus-fixed-fee” from the applicants who are for-profit organizations licensed to do business in the State of Hawaii. “Cost-plus-fixed-fee” allows for payment of all incurred costs within a predetermined amount plus an agreed upon fee which will not change. The Department anticipates these fees to be limited to 10% or less of the contract award. These fees also need to be built within the contract ceiling.

Please note, however, that the Department reserves the right to negotiate the final amount of fixed fees within the limits discussed above.

The Department shall select the applicable cost proposals subject to the legal standing of the applicant organization; i.e., non-profit or for-profit and that are in the best interests of the State of Hawaii.

All budget forms, instructions and samples are located on the SPO website (see the Proposal Application Checklist in Section 5 for website address). The following budget form(s) shall be submitted with the Proposal Application:

The following are the budget form(s), which are contained in the POS manual, shall be submitted, as described in the Checklist attached herewith, with the POS Proposal Application:

SPO-H-205	Budget
SPO-H-205A	Organization-Wide by Source of Funds
SPO-H-205B	Organization-Wide Budget by Programs
SPO-H-206A	Personnel - Salaries & Wages
SPO-H-206B	Personnel - Payroll Taxes and Fringe Benefits
SPO-H-206C	Travel - Inter-Island
SPO-H-206D	Travel - Out-of-State*
SPO-H-206E	Contractual Services-Administration
SPO-H-206F	Contractual Services-Subcontracts
SPO-H-206G	Indirect Costs
SPO-H-206H	Other Costs
SPO-H-206I	Equipment Purchases*

\*Expenditures require justification and prior approval.

# **Section 3**

## **Proposal Application Instructions**

## Section 3

# Proposal Application Instructions

### General instructions for completing applications:

- *Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section.*
- *The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through for each section. See sample table of contents in Section 5.*
- *Proposals may be submitted in a three ring binder (Optional).*
- *Tabbing of sections (Recommended).*
- *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
- *A written response is required for **each** item unless indicated otherwise. Failure to answer any of the items will impact upon an applicant's score.*
- *Applicants are **strongly** encouraged to review evaluation criteria in Section 4, Proposal Evaluation when completing the proposal.*
- *This form (SPO-H-200A) is available on the SPO website (see Section 1, paragraph II, Website Reference). However, the form will not include items specific to each RFP. If using the website form, the applicant must include all items listed in this section.*

### The Proposal Application comprises the following sections:

- *Proposal Application Identification Form*
- *Table of Contents*
- *Program Overview*
- *Experience and Capability*
- *Project Organization and Staffing*
- *Service Delivery*
- *Financial*
- *Other*

### I. Program Overview

Applicant shall give a brief overview to orient evaluators as to the program/services being offered.

## **II. Experience and Capability**

### **A. Necessary Skills**

The applicant shall demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the proposed services.

### **B. Experience**

The applicant shall provide a description of projects/contracts implemented in the past 5 years that are pertinent to the proposed services. The applicant shall include references (addresses, e-mail/phone numbers) and or letters of support. The State reserves the right to contact references to verify experience.

### **C. Quality Assurance and Evaluation**

The applicant shall describe its own plans for quality assurance and evaluation for the proposed services, including methodology.

### **D. Coordination of Services**

The applicant shall demonstrate the capability to coordinate services with other agencies and resources in the community.

### **E. Facilities**

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure facilities. Also describe how the facilities meet ADA requirements, as applicable and special equipment that may be required for the services.

## **III. Project Organization and Staffing**

### **A. Staffing**

#### **1. Proposed Staffing**

The applicant shall describe the proposed staffing pattern, client/staff ratio and proposed caseload capacity appropriate for the viability of the services. (Refer to the personnel requirements in the Service Specifications, as applicable.)

#### **2. Staff Qualifications**

The applicant shall provide the minimum qualifications (including experience) for staff assigned to the program. (Refer to the qualifications in the Service Specifications, as applicable)

## **B. Project Organization**

### **1. Supervision and Training**

The applicant shall describe its ability to supervise, train and provide administrative direction relative to the delivery of the proposed services.

The applicant shall describe its policies and procedures for handling complaints and customer service issues.

### **2. Organization Chart**

The applicant shall reflect the position of each staff and line of responsibility/supervision. (Include position title, name and full time equivalency) Both the "Organization-wide" and "Program" organization charts shall be attached to the Proposal Application.

## **IV. Service Delivery**

The applicant shall include a detailed discussion of the applicant's approach to applicable service activities and management requirements from Section 2, Item III. - Scope of Work, including a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules.

The applicant shall include a detailed description of the proposed child and caregiver curriculum, including the standards and measures to be used to ensure that the program is of high quality and is true to its model.

The applicant shall include a detailed description of the methods and instrumentation to be used to measure and evaluate the progress of participants, including rationale in determining developmental factors to be measured.

## **V. Financial**

### **A. Pricing Structure**

Applicant shall submit a cost proposal utilizing the pricing structure designated by the state purchasing agency. The cost proposal shall be attached to the Proposal Application.

All budget forms, instructions and samples are located on the SPO website (see Section 1, paragraph II Websites referred to in this RFP). The following budget form(s) shall be submitted with the Proposal Application:



SPO-H-205	Budget
SPO-H-205A	Organization-Wide by Source of Funds
SPO-H-205B	Organization-Wide Budget by Programs
SPO-H-206A	Personnel - Salaries & Wages
SPO-H-206B	Personnel - Payroll Taxes and Fringe Benefits
SPO-H-206C	Travel - Inter-Island
SPO-H-206D	Travel - Out-of-State*
SPO-H-206E	Contractual Services-Administration
SPO-H-206F	Contractual Services-Subcontracts
SPO-H-206G	Indirect Costs
SPO-H-206H	Other Costs
SPO-H-206I	Equipment Purchases*

\*Expenditures require justification and prior approval.

## **B. Other Financial Related Materials**

### **1. Accounting System**

In order to determine the adequacy of the applicant's accounting system as described under the administrative rules, the following documents are requested as part of the Proposal Application (may be attached):

- a. Most recent financial audit;
- b. Tax Clearance Certificate (Form A-6) an original or certified copy of a current (within 3 months), valid tax clearance certificate issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS) shall be submitted with the proposal by the due date and time or a certificate of Vendor Compliance available from the State Procurement Office Website.

**Substitution allowed:** Current (within the period of this RFP) Certificate of Vendor Compliance issued by Hawai'i Compliance Express.

## **VI. Other**

### **A. Litigation**

The applicant shall disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgment. If applicable, please explain.

# **Section 4**

## **Proposal Evaluation**

## Section 4

# Proposal Evaluation

### I. Introduction

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

### II. Evaluation Process

The procurement officer or an evaluation committee of designated reviewers selected by the head of the state purchasing agency or procurement officer shall review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing.

The evaluation will be conducted in three phases as follows:

- Phase 1 - Evaluation of Proposal Requirements
- Phase 2 - Evaluation of Proposal Application
- Phase 3 - Recommendation for Award

#### Evaluation Categories and Thresholds

##### Evaluation Categories

##### Possible Points

##### *Administrative Requirements*

##### *Proposal Application*

**100 Points**

Program Overview	0 points
Experience and Capability	30 points
Project Organization and Staffing	15 points
Service Delivery	45 points
Financial	10 Points

**TOTAL POSSIBLE POINTS**

**100 Points**

### III. Evaluation Criteria

#### A. Phase 1 - Evaluation of Proposal Requirements

##### 1. Administrative Requirements

Tax Clearance Certificate  
Certificate of General and Automobile Liability Insurance

##### 2. Proposal Application Requirements

- Proposal Application Identification Form (Form SPO-H-200)
- Table of Contents
- Program Overview
- Experience and Capability
- Project Organization and Staffing
- Service Delivery
- Financial (All required forms and documents)
- Program Specific Requirements (as applicable)

#### B. Phase 2 - Evaluation of Proposal Application (100 Points)

Scoring for each sub-area of evaluation is based on a rating scale of 0 to 5:

5=Excellent  
4=More than Satisfactory  
3=Satisfactory  
2=Less than Satisfactory  
1=Unsatisfactory  
0=Not addressed

**Program Overview:** No points are assigned to Program Overview. The intent is to give the applicant an opportunity orient evaluators as to the service(s) being offered.

##### 1. *Experience and Capability (30 Points)*

The State will evaluate the applicant's experience and capability relevant to the proposal contract, which shall include:

**A. Necessary Skills**

- Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed services.

\_\_\_\_\_

**B. Experience**

- Demonstrated experience related to the delivery of the proposed service, including experience in delivering the full array of services described in the Scope of Services
- Describes project/contracts implemented in the past 5 years that are pertinent to the proposed service.

\_\_\_\_\_

\_\_\_\_\_

**C. Quality Assurance and Evaluation**

- Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology.

\_\_\_\_\_

**D. Coordination of Services**

- Demonstrated capability to coordinate services with other agencies and resources in the community.

\_\_\_\_\_

**E. Facilities**

- Adequacy of facilities relative to the proposed services.

\_\_\_\_\_

**2. Project Organization and Staffing (15 Points)**

The State will evaluate the applicant's overall staffing approach to the service that shall include:

**A. *Staffing***

- Proposed Staffing: The proposed staffing pattern and minimum qualification for staff (including experience), is reasonable to insure viability of the services.

\_\_\_\_\_

**B. *Project Organization***

- Supervision and Training: Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services.
- Organization Chart: Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks.

\_\_\_\_\_

\_\_\_\_\_

**3. *Service Delivery (45 Points)***

- Describes high quality curriculum content and design addressing caregivers, children and interactive learning.
- Describes content and design of nationally accepted evaluation tool(s) and rational in determining developmental factors to be measured.
- Demonstrates a thorough understanding of the various service activities and sequence of events.
- Presents evidence of cooperation and collaboration, and willingness to follow DHS requirements, policies and procedures.
- Demonstrates an understanding of the target group.
- Demonstrates knowledge of handling of customer service and complaints.
- Provides for public relations and community collaboration
- Describes staff/program management activities.
- Describes the logic of the work plan for the major activities and tasks to be completed, including work assignments, responsibilities and timelines

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**4. Financial (10 Points)**

- Demonstrates solid financial stability and accounting practices.
- Provides the most recent audit report.

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**C. Phase 3 - Recommendation for Award**

Each notice of award shall contain a statement of findings and decision for the award or non-award of the contract to each applicant.

# **Section 5**

## **Attachments**

- A. Proposal Application Checklist
- B. Sample Table of Contents



## Proposal Application Checklist

Applicant: \_\_\_\_\_

RFP No.: \_\_\_\_\_

The applicant's proposal must contain the following components in the order shown below. This checklist must be signed, dated and returned to the purchasing agency as part of the Proposal Application. SPOH forms are on the SPO website. See Section 1, paragraph II Website Reference.\*

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Completed by Applicant
<b>General:</b>				
Proposal Application Identification Form (SPO-H-200)	Section 1, RFP	SPO Website*	X	
Proposal Application Checklist	Section 1, RFP	Attachment A	X	
Table of Contents	Section 5, RFP	Section 5, RFP	X	
Proposal Application (SPO-H-200A)	Section 3, RFP	SPO Website*	X	
Tax Clearance Certificate (Form A-6)	Section 1, RFP	Dept. of Taxation Website (Link on SPO website)*	X	
Cost Proposal (Budget)			X	
SPO-H-205	Section 3, RFP	SPO Website*	X	
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions are in Section 5	X	
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5	X	
SPO-H-206A	Section 3, RFP	SPO Website*	X	
SPO-H-206B	Section 3, RFP	SPO Website*	X	
SPO-H-206C	Section 3, RFP	SPO Website*	X	
SPO-H-206D	Section 3, RFP	SPO Website*	X	
SPO-H-206E	Section 3, RFP	SPO Website*	X	
SPO-H-206F	Section 3, RFP	SPO Website*	X	
SPO-H-206G	Section 3, RFP	SPO Website*	X	
SPO-H-206H	Section 3, RFP	SPO Website*	X	
SPO-H-206I	Section 3, RFP	SPO Website*	X	
SPO-H-206J	Section 3, RFP	SPO Website*	X	
<b>Certifications:</b>				
<i><b>Federal Certifications</b></i>		Section 5, RFP		
Debarment & Suspension		Section 5, RFP		
Drug Free Workplace		Section 5, RFP		
Lobbying		Section 5, RFP		
Program Fraud Civil Remedies Act		Section 5, RFP		
Environmental Tobacco Smoke		Section 5, RFP		
<b>Program Specific Requirements:</b>				
Resumes of hired staff			X	
Position descriptions of proposed staff			X	
Business references			X	
Organization charts			X	
Most recent audit report			X	

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

## Proposal Application Table of Contents

<b>I.</b>	<b>Program Overview.....</b>	<b>1</b>
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A.	Staffing.....	7
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2.	Staff Qualifications .....	9
B.	Project Organization .....	10
1.	Supervision and Training.....	10
2.	Organization Chart (Program & Organization-wide) (See Attachments for Organization Charts)	
<b>IV.</b>	<b>Service Delivery.....</b>	<b>12</b>
<b>V.</b>	<b>Financial .....</b>	<b>20</b>
	See Attachments for Cost Proposal	
<b>VI.</b>	<b>Litigation.....</b>	<b>20</b>
<b>VII.</b>	<b>Attachments</b>	
A.	Cost Proposal	
	SPO-H-205 Proposal Budget	
	SPO-H-206A Budget Justification - Personnel: Salaries & Wages	
	SPO-H-206B Budget Justification - Personnel: Payroll Taxes and Assessments, and Fringe Benefits	
	SPO-H-206C Budget Justification - Travel: Interisland	
	SPO-H-206E Budget Justification - Contractual Services – Administrative	
B.	Other Financial Related Materials	
	Financial Audit for fiscal year ended June 30, 1996	
C.	Organization Chart	
	Program	
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D.	Performance and Output Measurement Tables	
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